OGDEN REGIONAL CENTER SERVICES

Effective: February 1, 1995
Revised: October 3, 2000
Owner: Russ Fairless

PURPOSE

To define the service policy for the Ogden Regional Center.

SCOPE

This policy applies to all agencies of the State of Utah.

POLICY

The Ogden Regional Center shall provide the following services and support:

Application Support

Ogden ITS staff shall work directly with building employees to assist them in using applications available on the LAN system. In addition, ITS staff shall assist users with troubleshooting, problem resolution, installation, and enhancements for all application software that has been approved for LAN use. Agency managers may request the additional software be installed on the LAN.

The ITS staff shall assist with software that will reside on a PC, if the PC is State-owned, is located within the building, and is software approved by agency management.

Customer Support

ITS staff shall provide assistance with any data processing related problem. ITS is responsible for problem resolution for users having problems with accessing the central mainframe or printing from the mainframe. We shall provide limited support for mainframe applications, mainframe printing, and security. These areas are the responsibility of the agencies; however, ITS shall act as a resource to determine the problem and whom to contact within the agency. ITS is responsible for all LAN problem resolution.

Response time shall be as quick as possible and depends on staff availability and

work load. Priority is given to users or systems that are down. Our goal is to provide same day service; many requests can be completed in a much shorter period of time. We shall try to acknowledge all requests within one hour.

Hardware Support
ITS shall install State-owned PCs, scanners, printers, modems, and related software. The staff shall also troubleshoot any computer hardware related problems. ITS is not responsible for maintenance when a service call is needed to repair hardware. We shall assist in placing the call and follow-up on the repair, but each agency is responsible for the cost of all repairs.

ITS shall not be responsible for installation or setup of equipment that is to be used outside the Regional Center unless a separate agreement for support has been made to service that location.

NOTE: *ITS shall provide all hardware necessary to support the local area network residing in the Regional Center computer room. All other hardware, including replacement parts, is the responsibility of the individual agency.*

Training
ITS shall provide introductory training for the LAN, Corel WordPerfect, GroupWise, and accessing the mainframe. In addition, we have provided a training room with computers and other equipment to allow classes to be taught locally. We shall schedule and provide assistance in training needs, but the cost of outside training shall be the responsibility of the agencies.

Security
Each user must sign a security agreement before being given access to the LAN. ITS shall assign login IDs and initial passwords for the LAN. Mainframe IDs and passwords shall be handled by each agency. Before giving anyone access to another user's files, a signed memo by the supervisor must be given to the ITS staff.

Each agency has the responsibility to give ITS the names of employees no longer needing access to the LAN so that their files can be removed.
Service

ITS shall assist only those users who have a State-owned device connected to the ITS LAN or mainframe. ITS shall not assist with problems that occur with a user's personal property.

Telecommuting costs (remote access) shall be billed according to the Regional Center Remote Access Fee. All devices using the Cisco remote dial-up router located in the

computer room shall be billed at this rate. Modems used for remote access must be industry standard modem and the customer must have all necessary documentation and software for their modem. ITS shall install the software and assure that the remote access is working prior to the relocation of the computer.

All connections to the ITS LAN located at the Regional Center will be billed according to the LAN connect fees as defined by the current ITS Rate Schedule. ITS will provide services as defined in this document.

ITS shall provide File Server copies and individual node copies for the following application software products:

- Novell
- NODE charges for all Novell products
- Corel WordPerfect
- SAA-mainframe access through the LAN
- NODE charges for SAA
- Folio
- NODE charges for Folio
- LAN service and applications
- Service and support as previously outlined in this document

WAN device charges are not included and will be billed to each agency according to the current WAN connect fee. WAN device counts are not the responsibility of the Regional Center. Any WAN devices located at the Regional Center are to be included in the count reported by each agency.